



RIZAL COMMUNITY CENTER
FILIPINO AMERICAN COUNCIL OF GREATER CHICAGO

VOLUNTEER CODE OF ETHICS

AND

PROFESSIONAL STANDARDS

VOLUNTEER CODE OF ETHICS AND PROFESSIONAL STANDARDS

GENERAL POLICIES AND PROCEDURES FOR VOLUNTEERS

Acknowledgment and Receipt

I understand that I am responsible for reading this Volunteer Handbook, familiarizing myself with its contents, and adhering to all of the policies and procedures of the Filipino American Council of Greater Chicago, whether set forth in this Handbook or elsewhere. I understand that this Handbook is designed to familiarize me with the FACC's general policies and procedures and to answer common questions posed by volunteers.

I understand that if I ever have questions or concerns about the Handbook, I will consult my immediate supervisor or the Executive Director for further clarification.

Signed By:

Volunteer First and Last Name (PLEASE PRINT)

Date

Executive Director

Date

VOLUNTEER RELEASE AND WAIVER OF LIABILITY

Emergency Contact Information

Please complete all areas.

FIRST NAME LAST NAME

PRIMARY PHONE EMAIL

Emergency Contact

FIRST NAME LAST NAME

RELATIONSHIP TO VOLUNTEER PARTICIPANT PHONE NUMBER

VOLUNTEERS MUST COMPLETE THE RELEASE AND WAIVER OF LIABILITY FORMS

RELEASE AND WAIVER OF LIABILITY FORM

I, _____, (please print first and last name) the Volunteer, desire to provide volunteer services for the Filipino American Council of Greater Chicago, Inc. ("FACC") and engage in activities related to serving as a volunteer.

I, the Volunteer, understand that the scope of Volunteer's relationship with the FACC is limited to a volunteer position and that no compensation is expected in return for services provided by me, the Volunteer; that FACC will not provide any benefits traditionally associated with employment to me, the Volunteer; and I am responsible for my own insurance coverage in the event of personal injury or illness as a result of my volunteer Services to the Filipino American Council of Greater Chicago, Inc.

1. **Waiver and Release.** I release and forever discharge and hold harmless the Filipino American Council of Greater Chicago, Inc. and its successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from my volunteer work with the FACC.

I understand and acknowledge that this Release and Waiver discharges the FACC from any liability or claim that I may have against the FACC with respect to bodily injury, personal injury, illness, death, or property damage that may result from my participation on the FACC work site.

2. **Insurance.** I understand that the FACC does not assume any responsibility for or obligation to provide me with financial or other assistance, including but not limited to medical, health, or disability benefits or insurance. I expressly waive any such claim for compensation or liability on the part of the FACC beyond what may be offered freely by the FACC in the event of injury or medical expenses incurred by me.
3. **Medical Treatment.** I hereby release and forever discharge the FACC from any claim whatsoever which arises or may hereafter arise on account of any first-aid treatment or other medical services rendered in connection with an emergency during my tenure as a volunteer with the FACC.
4. **Assumption of the Risk.** I understand that my time with the FACC may include activities that may be hazardous to me, including, but not limited to, construction activities, loading and unloading of heavy equipment and materials, and local transportation to and from the work sites. I hereby expressly and specifically assume the risk of injury or harm in these activities and release the FACC from all liability for injury, illness, death, or property damage resulting from the activities of my time with the FACC.
5. **Publicity Release.** I grant and convey to the FACC all right, title, and interests in any and all photographs, images, video, or audio recordings of me or my likeness or voice made by the FACC in connection with my providing volunteer services to the Filipino American Council of Greater Chicago, Inc.
6. **Other.** As a volunteer, I expressly agree that this Release is intended to be as broad and inclusive as permitted by the laws of the State of Illinois and that this Release shall be governed by and interpreted in accordance with the laws of the State of Illinois. I agree that in the event that any clause or provision of this Release is deemed invalid, the enforceability of the remaining provisions of this Release shall not be affected.

By signing below, I express my understanding and intent to enter into this Release and Waiver of Liability willingly and voluntarily.

SIGNATURE

DATE

RELEASE AND WAIVER OF LIABILITY FORM

PHOTO RELEASE FORM

I consent and authorize the Filipino American Council of Greater Chicago, Inc. ("FACC") to use my name, likeness, image, voice, and/or appearance as such may be embodied in any pictures, photos, video recordings, audiotapes, digital images, and the like, taken or made on behalf of FACC activities. I agree that the FACC has complete ownership of such pictures, etc., including the entire copyright, and may use them for any purpose consistent with the FACC mission and purposes. These uses include, but are not limited to illustrations, bulletins, exhibitions, videotapes, reprints, reproductions, publications, advertisements, and any promotional or educational materials in any medium now known or later developed, including the Internet. Since anyone can download an image from the Internet or make copies from printed materials, I agree that the FACC is not responsible for unauthorized use of the images. I acknowledge that I will not receive any compensation, etc. for the use of such pictures, etc., and hereby release the Filipino American Council of Greater Chicago, Inc. and its agents and assigns from any and all claims which arise out of or are in any way connected with such use.

I HAVE READ AND UNDERSTAND THE ABOVE PHOTO RELEASE. I AFFIRM THAT I AM AT LEAST 18 YEARS OF AGE.

I ACCEPT:

SIGNATURE	DATE
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FIRST NAME	LAST NAME
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ADDRESS	APT.
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CITY	STATE	POSTAL CODE
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I DO NOT ACCEPT:

SIGNATURE	DATE
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FIRST NAME	LAST NAME
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ADDRESS	APT.
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CITY	STATE	POSTAL CODE
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GENERAL POLICIES AND PROCEDURES FOR VOLUNTEERS

Responsibilities:

The Code of Ethics and Professional Standards are set forth for the protection of both volunteer program participants and the Filipino American Council of Greater Chicago (FACC). This document is designed to serve a model toward which all paid employees and non-paid volunteers, should strive and also as a basis for disciplinary action, when needed.

Volunteer Service Code of Ethics

Volunteer service should be undertaken for the benefit of the FACC and not for personal gain, other than the intrinsic reward that comes from such participation.

Volunteers may not accept monetary compensation for performance of tasks as a volunteer, including fees, gratuities or gifts to either the volunteer or to the volunteer's immediate family or household. (This excludes nominal "thank you's, such as food and beverages when volunteers are working at events where the FACC provides the same for participants in that event.)

Volunteers who have access to collections, research, staff activities, and sensitive or propriety information (such as donor, food program participant, and member information) must respect the confidentiality of their positions, as well as the significance and integrity of the collections.

Volunteers must be loyal to the mission and purposes of the FACC and to the public which they serve. Volunteers are prohibited from engaging in any outside activity that might result in a conflict of interest – actual, potential, or perceived.

Volunteer Service Professional Standards

The volunteer:

- understands and supports the purpose, structure and policies of the FACC;
- offers the use of his or her special skills and experience;
- conducts himself or herself in accordance with the standards of conduct and ethics of the FACC;
- completes FACC orientation and other appropriate training;
- endeavors to be flexible in accepting assignments;
- performs assigned responsibilities willingly and courteously to the best of his or her ability
- accepts the guidance of his or her supervisor;
- complies with the time and dress requirements of the FACC;
- respects the confidentiality of sensitive or proprietary information;
- provides timely notification to the supervisor of absence or termination;
- serves as a goodwill ambassador for the FACC in the community.

Introduction

Volunteers are significant members of our team. Teams work together to provide the best services and experience possible to our visitors. We want your participation to be beneficial and rewarding. Your loyalty and dedication towards furthering the reputation and integrity of the Filipino American Council of Greater Chicago (FACC) are of the utmost importance.

This Volunteer Handbook is provided to inform volunteers and potential volunteers of the policies and operating procedures of the FACC, and of the many service opportunities that are available. It is not a contract for employment or a guarantee of a continuing relationship with the FACC. The Filipino American Council of Greater Chicago reserves the right to change policies and procedures or revise the contents of the Volunteer Handbook at its sole discretion, without prior notification to volunteers. In the event that any changes are made, the revised policies and procedures shall be posted on the website immediately. Please check the latest information posted to inform yourself of any changes.

Admission and Equal Opportunity

Admission to the FACC volunteer program is open to all those who support the FACC mission and purposes and possess the qualities necessary to become an effective volunteer. In general, applicants to the volunteer program must be at least 21 years of age or older and willing to commit to a minimum of six months of volunteer service, unless stated differently in the position description. The FACC recruits volunteers without regard to race, color, religion, sex, pregnancy, medical condition, sexual orientation, gender identity, national origin, ancestry, citizenship, age, physical or mental disability, or any other characteristic protected by state or federal law.

EXPECTATIONS FOR VOLUNTEERS

The volunteer agrees to:

- volunteer at least ten hours per month for six months, unless stated otherwise in position description.
- be familiar with the policies and procedures (written and verbal) set forth by the FACC.
- comply with the FACC's Volunteer Ethics Policy and Professional Standards.
- be prompt and reliable for each volunteer shift.
- dress, speak and act professionally during all volunteer assignments.
- notify the Volunteer Coordinator or Executive Director as early as possible, if unable to report for work.
- attend training sessions and undertake additional education as necessary.
- document their volunteer time on provided Volunteer Log forms.
- inform the Executive Director in writing of resignation or leave of absence.
- return any FACC materials (i.e., the docent manual) upon resignation.
- enjoy yourself and let us know how to improve our volunteer programs.

The FACC agrees to:

- provide professional orientation and training.
- furnish a supportive climate for volunteer performance and growth.

- assist volunteers in evaluating their performance and making necessary changes.
- keep volunteers informed throughout the year by the docent newsletter and special mailings.

Becoming a Volunteer

To become a volunteer with the FACC, each individual must complete the following steps:

- Complete and mail the Volunteer Application Form to FACC Volunteer Program.
- Complete a brief in-person or telephone interview with the Executive Director or Volunteer Coordinator.
- Attend a General Orientation meeting which shall include an overview of the FACC and its history, a review of policies and procedures, a discussion of volunteer positions and opportunities, and conclude with a tour of the FACC.
- Submit the signed Acknowledgment and Receipt form to the Executive Director.
- Submit the signed Volunteer Release and Waiver of Liability forms to the Executive Director.
- Request, be selected for, and then placed into a particular job or jobs.
- Receive additional position orientation and training relative to those specific assigned volunteer positions.

Volunteer Orientation and Training

Before beginning your regular volunteer assignment(s), your supervisor(s) will discuss the following items with you:

- Review position duties and expectations.
- Confirm work dates, times, and anticipated duration of your participation.
- Supply you with your name tag and review sign-in and sign-out procedures.
- Provide training on any new skills needed to perform your assigned tasks.
- Discuss procedures for obtaining, using and caring for needed supplies.
- Provide a safety orientation.
- Review locations of parking, restrooms, first aid kits, and places for your personal items, such as purses, coats, etc.
- Confirm lunch and break schedules.

Absences

Your supervisor and co-workers value your contributions and they depend on you to be present at the scheduled time. Volunteers who know they will be absent or late should notify the Executive Director as soon as possible.

Accidents or Injuries

If you or a guest is injured, you should immediately ask any staff available for Assistance. Staff can then contact the Executive Director for additional assistance, if required.

Dress Code

It is important that volunteers be dressed in a presentable and appropriate fashion. It is important that volunteers dress to work safely and comfortably.

Evaluation

Your job performance will be evaluated regularly. Depending on the extent and complexity of your job, the evaluations may be formal or informal, written or oral. It is important that you communicate clearly and frequently with your supervisor. Discuss any successes, difficulties, suggestions and questions that you have.

Identification

Volunteers must always conspicuously wear their t-shirt, available with \$10 donation. It is important for visitors to be able to identify individuals who are able to help them with directions and information.

Maintenance of Personal Information

Volunteers are responsible for updating personal data, such as change of address, contact telephone numbers, etc. with the Volunteer Coordinator.

No Solicitation/No Distribution

The conduction on-site of non-FACC business such as canvassing, collection of funds, pledges, circulation of petitions, solicitation of members or any other similar types of activity is strictly prohibited.

Information and Representation of FACC

Volunteers are not authorized to speak on the FACC's behalf and that only the FACC's Executive Director (or his or her appointee) is authorized to speak on behalf of the FACC to the public. Volunteers must refer to the Executive Director any requests for information or representation regarding the Filipino American Council of Greater Chicago and/or the Rizal Community Center. These requests include, but are not limited to, tours of the Rizal Community Center, media inquiries such as newspapers or television stations, calls for speakers, use of the FACC logo, and solicitation for volunteers, participation in community or local governmental activities or sponsorships. Any inquiries regarding employees' work histories or volunteers' histories must be referred to the Executive Director.

Open Door Policy

Should a volunteer have or foresee a problem that may interfere with their commitment or ability to adequately perform their responsibilities, that volunteer should immediately discuss the matter with their supervisor or the Executive Director. The supervisor or Executive Director is always available to discuss any changes or problems.

Parking

The FACC asks board, staff, and volunteers to park in the spaces further away from the building leaving the front spaces for visitors. During peak event season, we ask for board, staff, and volunteers to use street parking, if possible.

Professional Standards

The manner in which volunteers and paid staff conduct themselves should create a favorable and lasting impression of the FACC. The continued success of the FACC depends on the quality, integrity, expertise, and professionalism of all our staff.

Visitors to the FACC must receive prompt and courteous attention and a helpful and meaningful response. Visitors to the FACC must always be treated with deference, tact, and courtesy. Similarly, respect and thoughtfulness towards fellow workers will always be expected.

Reporting for Duty, Keeping Work Hours

All volunteers should report to their assigned supervisory upon arrival. Supervisors will provide instructions for storing personal items. We recommend locking valuable items in the trunk of your vehicle. Volunteers must sign-out upon completion of their shift, noting the total number of hours worked. Keeping an accurate tally of volunteer work hours is very important and we depend upon our volunteers to help us with this task.

Resigning from the Volunteer Program

While we never want to lose a volunteer, we understand that other priorities may cause volunteers to need to resign. To end a volunteer commitment, it is requested that volunteers notify the Executive Director that decision and the effective date.

Safety and Security Procedures

Volunteers are expected to observe and follow all safety and security policies of the FACC. Volunteers are also encouraged to report unsafe conditions to appropriate FACC staff. Volunteers observing any

unsafe or inappropriate behavior by other volunteers, FACC staff, or guests, should contact the Executive Director.

Sexual Harassment Policy

All volunteers, employees, supervisors and members of management and boards are strictly prohibited from sexually harassing or making improper advances toward other volunteers, guests, employees, or management. Sexual harassment includes unwelcome or unsolicited verbal, physical, or sexual conduct that is made a term of condition of service or employment, is used as the basis of employment or advancement decisions, or has the purpose or effect of unreasonably interfering with work or creating an intimidating, hostile or offensive work environment (See “Non-Discrimination and Anti-Harassment Policies”).

Social Networking

Volunteers should exercise good judgment and take responsibility, personally and professionally, for what they publish online through the use of social networking. The FACC defines social networking as all types of posting on the internet, including but not limited to social networking sites (such as Facebook, Myspace, or LinkedIn), blogs and other online journals and diaries, bulletin boards, chat rooms, micro-blogging such as Twitter, and posting a video on YouTube and similar media. Volunteers who wish to blog or participate in social networking while not on working time and while not using FACC equipment (unless for business purposes, preauthorized by the FACC) are reminded that they must adhere to the FACC's policies, particularly those policies outlined in the sections of “Confidentiality” and “Non-Discrimination and Anti-Harassment”.

Volunteers must also avoid the disclosure of trade secrets or other information regarding the FACC or any of its Board members, staff, constituents, members, affiliates, or partners which would constitute false information, libel, or defamation. Volunteers must not defame or discredit the FACC's programs or services in online posting. The FACC encourages volunteers to bring volunteer-related complaints to their supervisor or the Executive Director before blogging or posting about such issues (see “Communication and Problem Solving” section for further clarification). Volunteers may not use FACC logos and trademarks on their blogs, profiles, or websites. If volunteers identify the FACC in their blog or social media page, then they must include a disclaimer that the views expressed are theirs, not the FACC's. Volunteers must also never disclose personal contact information for other volunteers or employees.

The FACC encourages supervisors not to “friend” any of their subordinates on Facebook in order to uphold appropriate boundaries between supervisors and their subordinates. Should the volunteer use social networking to employ language of any libelous, slanderous, or defamatory nature that would reflect negatively on the FACC, the FACC has the right to request the volunteer to remove such communication should the FACC determine this is necessary or advisable. Abuse of social media may be grounds for discipline, up to and including immediate dismissal. Nothing in the FACC's policy may be interpreted to limit or interfere with volunteers' rights under Section 7 of the National Labor Relations Act.

Non-Discrimination and Anti-Harassment Policies

I. Non-Discrimination Policy

The Filipino American Council of Greater Chicago (FACC) is an equal opportunity organization and does not discriminate based on an applicant's or employee's race, color, religion, sex, pregnancy, medical condition, sexual orientation, gender identity, national origin, ancestry, citizenship, age, physical or mental disability, or any other characteristic protected by state or federal law.

Furthermore, it is FACC's policy that no project or activity administered by the FACC shall exclude from participation, deny benefits to, or subject to discrimination any individual solely by reason of his or her disability as protected under the law.

If you, as an employee or volunteer of the FACC, believe you have been subjected to any form of unlawful discrimination, including harassment, **please use the procedure found in Section III below**. FACC will immediately undertake an effective, thorough and objective investigation and attempt to resolve the situation.

If the FACC determines that unlawful discrimination or harassment has occurred, effective action will be taken commensurate with the severity of the offense. Appropriate action also will be taken to deter any future discrimination.

II. Anti-Harassment Policy

FACC does not tolerate nor condone any form of sexual harassment or any other type of harassment and/or discrimination in the workplace. If you have any questions regarding this policy or the supporting procedures and reporting process, do not hesitate to contact your immediate supervisor, the FACC's Executive Director or, when appropriate, the Chair of the Board of Directors.

FACC is committed to providing a work environment free of unlawful harassment and discrimination. In keeping with this commitment, the FACC shall not tolerate any form of sexual harassment or other unlawful discrimination. Harassment based on race, sex, national origin, religion, sexual orientation, gender identity, marital status, disability, or any other protected characteristic is a violation of state and federal law. The FACC's anti-harassment policy applies to all persons involved in the operation of the FACC and prohibits unlawful harassment by any employee, contractor, patron, vendor or volunteer of FACC.

Prohibited unlawful harassment includes, but is not limited to, the following behavior:

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or other inappropriate or offensive comments;
- Visual conduct such as derogatory and/or sexually-oriented posters, photography, cartoons, drawings, gestures or electronic media transmissions;

- Physical conduct such as assault, unwanted touching, blocking normal movement or interfering with work because of sex, race or any other protected basis;
- Threats and/or demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual favors; and
- Retaliation for having reported or threatened to report harassment.

III. Procedure for Addressing Complaints under the Non-Discrimination and/or Anti-Harassment Policies

Any person (including employees, volunteers, students, visitors, board members, and members of the public) believes that he or she has been subjected to unlawful discrimination or harassment of any kind should immediately report such conduct to their supervisor or the Executive Director, or if appropriate, to the Chair of the Board of Directors. Please be as specific as possible, including the name(s) of the individual(s) involved as well as any witnesses and the date and location of the incident. It is strongly recommended that a written complaint with as many details as possible be submitted as well.

The Executive Director has full responsibility to investigate, and resolve complaints involving violations of the policies stated herein, and to recommend to the Board Chair and, if board member-related, to ad hoc disciplinary committee the imposition of appropriate sanctions against violators. Should the Executive Director be the alleged harasser or you do not think that the Executive Director can be objective in investigating and resolving this matter, your complaint should be directed to the Chair of the Board of Directors or chair of the governance committee, for investigation and resolution.

At a minimum, when an employee or volunteer complains about harassment, the FACC shall:

1. Fully inform the employee or volunteer of his/her rights to complain and redress the harassment; the employee shall be informed of his/her own obligations to secure his/her rights and of any assistance available to him/her under the FACC's procedures;
2. Immediately conduct a thorough, objective and complete investigation of the alleged harassment. The FACC shall make a determination about whether unlawful harassment occurred and communicate this finding to the harasser and any other concerned party; and
3. Take prompt and effective remedial action if harassment has occurred. The action shall be commensurate with the severity of the offense and shall be made known to the victim unless the specifics of the action taken would violate the privacy rights of the violator. FACC strongly encourages every employee or volunteer to report any incidents of harassment immediately (even if you are not the victim of the harassment) so that complaints can be resolved in a timely and appropriate manner.

External Agencies:

U.S. Equal Employment Opportunity Commission (EEOC)
www.eeoc.gov/field/chicago/charge.cfm

Illinois Department of Human Rights (IDHR)
www2.illinois.gov/dhr/FilingCharge/Pages/default.aspx

Illinois Criminal Justice Information Authority (ICJIA)
www.icjia.state.il.us/

Confidentiality Policy

Respecting the privacy of our clients, donors, members, staff, volunteers and of the [Name of Nonprofit] itself is a basic value of the Filipino American Council of Greater Chicago. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the Executive Director. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared. Employees, volunteers and board members of the Filipino American Council of Greater Chicago may be exposed to information which is confidential and/or privileged and proprietary in nature.

It is the policy of the Filipino American Council of Greater Chicago that such information must be kept confidential both during and after employment or volunteer service. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service. Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.

Whistleblower Protection Policy

The Filipino American Council of Greater Chicago has implemented various policies and controls to ensure that its resources are used to further its nonprofit mission. While no set of policies or controls can eliminate all unethical or illegal behavior or prevent theft or misuse of organizational resources, the FACC's board of directors recognizes the vital role that employees and volunteers can play in bringing inappropriate or illegal behavior to the attention of the board and others who are in a position to respond. In recognizing the role you play, the board has adopted this whistleblower policy to encourage you to report your concerns to the appropriate individuals without fear of retaliation or harassment. The Board asks for your assistance in protecting the FACC's assets, activities, and mission. We appreciate and recognize the importance of your role.

In keeping with the policy of maintaining the highest standards of conduct and ethics, the Filipino American Council of Greater Chicago ("FACC") will investigate complaints of suspected fraudulent or dishonest use or misuse of its resources or property by staff, board members, consultants, volunteers, or clients. To maintain the highest standards of service, FACC will also investigate complaints concerning its programs and services.

Staff, board members, consultants, volunteers, clients, and community members are encouraged to report suspected fraudulent or dishonest conduct or problems with services provided, pursuant to the procedures set forth below. This policy supplements, and does not replace, any procedures required by law, regulation, or funding source requirements.

Reporting. A person's concerns about possible fraudulent or dishonest use or misuse of resources or property, or program operation, should be reported: to the FACC Executive Director (if an employee or volunteer); to the Chair of the FACC Board of Directors (if a board member); to the FACC Executive Director (if a client or community member). If, for any reason, a person finds it difficult to

report his or her concerns to such person, s/he may report the concerns directly to the Executive Director and/or the Chair of the FACC Board of Directors. Alternately, to facilitate reporting of suspected violations where the reporter wishes to remain anonymous, a written statement may be submitted to one of the persons listed above.

Investigation. All relevant matters, including suspected but unproved matters, will be promptly reviewed and analyzed, with documentation of the receipt, retention, investigation, and treatment of the complaint.

Appropriate corrective action will be taken, if necessary, and findings may be communicated to the reporting person and his or her supervisor, if appropriate. Investigations may be conducted by independent persons such as auditors and/or attorneys. Investigators will endeavor to maintain appropriate confidentiality, but confidentiality is not guaranteed.

No Retaliation. No director, officer, employee, volunteer, or client who in good faith reports suspected fraudulent or dishonest use or misuse of its resources or property or complaints concerning the services it provides and programs FACC runs shall suffer harassment, retaliation, or adverse employment or other consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower/Complaint Resolution Policy is intended to encourage and enable employees and others to raise serious concerns within the organization prior to seeking resolution outside the organization. The Policy is in addition to any non-retaliation requirements contained in the FACC personnel policies or required by law.

This protection from retaliation is not intended to prohibit supervisors from taking action, including disciplinary action, in the usual scope of their duties and based on valid performance-related factors. Individuals making complaints must be cautious to avoid baseless allegations; employees who intentionally make false allegations are subject to disciplinary action in accordance with the FACC personnel policies.

COMMUNICATION AND PROBLEM - SOLVING POLICY AND PROCEDURE

INTRODUCTION

The Filipino American Council of Greater Chicago, Inc. ("FACC") values and respects its volunteers and we are grateful for their invaluable support. We aim to make the volunteering experience an enjoyable and positive one, where support is available to all volunteers. We hope to resolve any issues that occur in an informal manner, however, very occasionally, there may be situations when this process cannot be followed and this procedure seeks to outline the steps that FACC will take to resolve problems that are raised.

This procedure can be raised regarding any volunteer no matter what their capacity.

Why do we have a problem-solving procedure?

We have a problem-solving procedure in order to ensure that our volunteers are treated in a fair and equal manner. It is also in place as we seek to deliver a volunteer program that demonstrates respect for our volunteers and to protect the reputation of the FACC as a volunteer-engaged organization. It is considered a measure of good practice in volunteer management that we will address poor performance or unacceptable behavior through a specific policy. Our Communication and Problem-Solving Procedure covers what a staff member should do if they have a concern over a volunteer, and what a volunteer should do if they have a concern regarding a member of staff or another volunteer.

The role of the Executive Director

The Executive Director is responsible for providing advice and support to volunteer supervisors to help them come to a solution for problems prior to moving to the informal or formal problem-solving procedure. He or she is also responsible for the provision of support and advice to volunteers involved in these situations. Wherever possible, we will seek to find an amicable resolution to problems. It is the responsibility of the Executive Director to ensure that the problem-solving procedure is used appropriately. In the case of a staff member having a complaint raised against them, the Executive Director will take on this role. In the case a complaint is raised against the Executive Director, the Chair of the Board of Directors will take on this role.

Informal Problem-Solving Procedure

What should a volunteer do if they have a concern or issue with another volunteer? If the volunteer feels able to do so, they should first discuss the matter with the volunteer in question and ideally resolve this in an informal manner. If they are uncomfortable with this and there is due cause they should raise the matter with their volunteer supervisor or the Executive Director, and the concern will be dealt with through the procedure below.

What should a member of staff do if they have a concern or issue with a volunteer?

If a member of staff is concerned with a volunteer's performance or behavior and an attempt to address this directly is not appropriate, they should discuss the matter with the Executive Director. If the volunteer is uncomfortable discussing the matter with their volunteer supervisor, they should approach the Executive Director who may act as mediator. The Executive Director will seek to resolve problems through open and fair conversations, preferably in person. Any information gathered or raised during this intervention will be treated in confidence.

The volunteer will be informed of all concerns by their volunteer supervisor and we will make every possible attempt to resolve the concern at this stage.

The volunteer supervisor or the Executive Director will ensure that:

- The meeting takes place as soon as possible in a quiet place and in a convenient and neutral location where interruptions are unlikely;
- Any notes taken at this meeting are typed up and shared with the volunteer within five working days;
- The volunteer is given sufficient time to talk and to give their perspective;
- Possible solutions are discussed and clearly understood by both parties;
- Any actions are agreed and a date is set to review the actions within 30 days of the meeting. It may be necessary to have more than one meeting in order to resolve the issue. If this is the case, the above points will be followed in subsequent meetings.

The meeting(s) are a chance to identify any additional support or training for the volunteer within this role and for them to evaluate whether the volunteer role is no longer suitable or has left them unfulfilled. Wherever possible, an alternative volunteer role will be offered subject to discussion with the Executive Director.

What should a volunteer do if they have a concern or issue with a member of staff?

If the volunteer feels able to do so, they should first discuss the matter with their volunteer supervisor. If they are uncomfortable with this, they should raise the matter with the Executive Director. Wherever possible, the concern will be raised directly with the member of staff concerned and ideally resolved through the informal problem-solving procedure as outlined above. If the problem cannot be resolved through the informal problem-solving procedure and there is due cause, the matter will be escalated to a grievance procedure as detailed in the staff handbook and the volunteer will be advised of the procedure relating to this.

Formal Problem-Solving Procedure

It should be noted that in the cases of extreme unacceptable behavior, the FACC reserves the right to move straight to step three of this process.

Step One: Formal Meeting

If there is no improvement to the previous concern raised regarding the volunteer, or where the concern is of a serious nature it will be necessary to invite the volunteer to a formal meeting in which the volunteer may be accompanied by a companion of their choice. Where mitigating circumstances have contributed to the concern raised, these should be discussed and may be taken into consideration.

For the formal procedure to be followed, the Executive Director must be informed before any meetings are carried out. The Executive Director will:

- Write to the volunteer inviting them to a formal meeting;
- Ensure that the volunteer receives a written statement of the issue along with a copy of this procedure and access to any relevant information relating to the concern;
- Ensure the volunteer is given enough time to prepare (a minimum of five working days) while also ensuring that the meeting takes place as soon as possible;
- Ensure any possible solutions are discussed and clearly understood by each party;
- Take notes during the meeting and ensure that these are shared within five working days;
- Ensure that any actions agreed to resolve the situation are understood by all and a time is set to review the outcomes of these actions;
- Ensure that the volunteer understands what will happen if agreed actions are not met
- Consider whether the volunteer should be temporarily suspended from volunteering for a period of further investigation

Step Two: Written Warning

If the issue is not resolved satisfactorily within the agreed timeframe, the Executive Director will send the volunteer a written warning after first consulting with the volunteer supervisor.

The warning will explain:

- What was discussed during the formal meeting and why the written warning has become necessary;
- Any steps that the volunteer will be expected to make or improve on within a specified amount of time;
- If the volunteer does not agree to the next steps outlined within the written warning, they may be dismissed from being a volunteer at the Filipino American Council of Greater Chicago;

Step Three: Dismissal

If there is no improvement to performance or change in behavior after the agreed period set out in the written warning then the volunteer will be refused permission to continue to volunteer with the Filipino American Council of Greater Chicago. The final decision to dismiss a volunteer will be made by the Executive Director, in consultation with the Board of Directors if appropriate.

Where possible, the volunteer will be informed in person and this will be followed by written confirmation explaining why the volunteer will be dismissed.

A volunteer who has been dismissed may still be a member of the Filipino American Council of Greater Chicago, depending on the circumstances that led to the dismissal.

Step Four: Appeal

If a volunteer is not content with their dismissal, they may appeal the decision. They must do this in writing within ten working days to the Executive Director. The Executive Director will then arrange an appeal meeting; each situation will be examined thoroughly. The dismissed volunteer can be accompanied by a companion of their choice.

Once the appeal has been heard and the dismissed volunteer is given a full and fair opportunity to present their appeal, the Executive Director will write to the dismissed volunteer informing them of the outcome of the appeal.

If no appeal is raised within ten working days of the decision to dismiss a volunteer, the team with whom the volunteer worked will be informed that the volunteer will not be returning. No information shared as part of the problem-solving procedure will be passed to others.

Additional information

Immediate Dismissal for a volunteer is as follows:

- Falsification of volunteer application
- Threatening, assaulting, fighting with or harassing another employee or volunteer
- Theft or dishonesty in any form
- Conviction for a felony
- Gross neglect of duty
- Possession of a weapon, immoral conduct, use of narcotics, or controlled substances on FACC property
- Arrival at volunteer assignment under the influence

Suspension

There may be occasions where a volunteer may be temporarily suspended from their role. This will allow the FACC the opportunity to thoroughly carry out an investigation. The period of suspension will be clearly defined to the volunteer. Suspension will not be considered as confirmation of any wrong-doing.

The role of the Executive Director

The Executive Director will act as the first point of contact for any issues relating to the problem-solving procedure.

Severity of concerns

The Executive Director is responsible for classifying the severity of a concern that has been raised. Where extremely serious concerns are raised it may be necessary to carry out an external investigation. This will not be necessary for most cases but will apply where a statutory agency e.g. the police, would investigate, for example, in the cases of theft, fraud or allegations of abuse.